?ds

Set	Items	Description
S1	177	(INCENTIVE? OR LOYALTY OR REWARD? ? OR AWARD? ? OR E()CENTIVE? OR MOTIVAT? OR PROMOTION? ? OR BONUS OR BONUSES)(3N)(PROGRAM? ? OR SYSTEM? ? OR CAMPAIGN? ?)
S2	26	S1(5N)(ELECTRONIC? OR COMPUTERI? OR DIGIT? OR DIGITAL? OR ONLINE OR ON()LINE OR WEBSITE? OR WEBPAGE? OR WEB()(PAGE? OR SITE?) OR INTERNET OR AUTOMATE? OR NETWORK? OR SERVER? OR WWW OR WORLD()WIDE()WEB OR WORLDWIDEWEB)
S3	588	(GOAL? ? OR GOAL()(SETTING? OR PLANNING?) OR PERFORMANCE? OR ACHIEVEMENT? OR ACCOMPLISH? OR SUCCESS? OR QUOTA OR QUOTAS OR PRODUCTIVITY OR COST()SAVING?)(5N)(REPORT? ? OR MODIF? OR STORING OR STORE? ? OR STORAGE? OR HEURIST?)
S4	2043	(GOAL? ? OR GOAL()(SETTING? OR PLANNING?) OR PERFORMANCE? OR ACHIEVEMENT? OR ACCOMPLISH? OR SUCCESS? OR QUOTA? ? OR PRODUCTIVITY OR COST()SAVING?)(5N)(TRACK? OR MONITOR? OR FEEDBACK? OR EVALUAT? OR COMPARE? OR COMPARIS? OR MEASUR?)
S5	0	S2 AND S3
S6	3	S2 AND S4
S7	8	S1 AND (S3 OR S4)
S8	5	S7 NOT S6

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00129593   DOCUMENT TYPE: Review

PRODUCT NAMES: Magazine Publishers (830277); Internet Marketing (835552)

TITLE: Circ the 'Net for Subscribers
AUTHOR: Sepos, Melissa
SOURCE: Internet Publishing Magazine,   v1 n1 p28(2) Feb 2001

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

The Web has made the publication circulation business a minefield of fierce
competition that has many circulation managers feeling like beginners
rather than experts. Publishers are conducting e-mail **campaigns** and
promotions on their own **Web   sites** , and most magazines are using a
pop-up box that contains a subscription offer on their sites or at other
sites with many visitors. Newspapers have focused on content rather than
sales, but are now using a more unobtrusive type of promotion: the
clickthrough 'subscribe' icon and a deep discount for the print version. A
comparison of **success** rates can be made by considering 'Time's success
with AOL, which is much greater than the self promotion used by 'The
Christian Science Monitor.' However, many e-zines, e-newsletters,
magazines, and newspapers still use direct mail to push subscribers to
their Web sites. For instance, the Wall Street Journal Online uses a direct
mail postcard to present a trial offer to prospects and to existing print
subscribers, and 'Variety' uses direct mail internationally. Various other
publishers describe their circulation promotions, including The Daily Deal,
whose spokesperson says, 'I still feel you can relay a better message via
direct mail because it's easier to read and to scroll through something in
your hands than on a computer screen.'

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Circulation Management; Direct Marketing; Internet Marketing;
    Magazine Publishers; Publishing
REVISION DATE: 20010630

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00128017   DOCUMENT TYPE: Review

PRODUCT NAMES: Advertising (830992); E-Coupons (843105)

TITLE: Buying into incentives: Shoppers and advertisers both find
rewards...
AUTHOR: Carr, Jim
SOURCE: eCOMMERCE BUSINESS,   v1 n18 p33(3) Dec 18, 2000
ISSN: 1529-0077
HOMEPAGE: http://www.ecommercebusinessdaily.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Several companies describe their online promotions. For instance, American
Trans Air (ATA), the tenth largest airline in the U.S., used an online
sweepstakes earlier in 2000 to gather up e-mail addresses and other juicy
marketing information. Crystal Cruises had two sweepstakes that were

launched to create new interest among customers and travel agents.
Incentives are an effective way to get new customers and have been used by
retailers for decades. Incentives are currently becoming just as important
in e-commerce. Forrester Research predicts a massive move to performance
marketing **online** , which includes **incentive** and **loyalty programs** . By
the year 2004, such promotional activities will have a value of $11.8
billion (over half of all spending for online advertising in the U.S.).
This type of advertising is usually priced according to **performance**
instead of impression. Better ad- **tracking** tools have also become
available that allow marketers to **track performance** online. The
sweepstakes was a cost-effective way to attract traffic to ATA's site, and
was part of a pooled program run by e-Prize which runs events on many sites
concurrently. Crystal Cruises' sweepstakes allowed consumers a chance to
win a cruise to Alaska, and travel agents got a chance for a free Panama
Canal vacation. Phelps Group and iQ.com built and hosted the two events.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Graphs Charts
DESCRIPTORS: Advertising; E-Commerce; Internet Marketing
REVISION DATE: 20010330

00108456   DOCUMENT TYPE: Review

**PRODUCT NAMES: TME 10 NetView 5.0 (631655); Sniffer Basic (319741); HP
Internet Advisor (572195); Network Health 4.0 (540498)**

TITLE: 1998 Network **Computing Well-Connected** Awards : Network
Systems **M...**
AUTHOR: Staff
SOURCE: Network Computing,   v9 n9 p98(5) May 15, 1998
ISSN: 1046-4468
HOMEPAGE: http://www.NetworkComputing.com

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: A

Network Computing's Well-Connected **Awards** for **Network Systems**
Management went to TME 10 NetView 5.0 from Tivoli Systems, NET-3COM's
CoreBuilder 3500 Layer 3 High-Function Switch, Network Associates' Sniffer
Network Protocol Analyser Basic, HP Internet Advisor from Hewlett-Packard,
and Concord Communications' Network Health 4.0. TME 10 NetView 5.0 is an
award-winning network management platform that has a carefully-designed
interface and a host of add-on applications. TME 10 is also very powerful,
breezing through all bench tests. The CoreBuilder 3500 is a Layer 3
high-function switch which won best hardware product of the year and has
many features including extensive control over virtual LANs (VLANs).
Sniffer Basic is a low-cost protocol analyzer software package with a great
toolset that keeps up with a heavily-trafficked network. HP Internet
Advisor is protocol analyzer hardware that can troubleshoot Fast EtherNet,
Gigabit EtherNet, and ATM and handle either 10-Mbps or 100-Mbps EtherNet.
Concord's Network Health 4.0 is a WAN/LAN baseline reporting tool that
features flexible reports with the added benefit of Concord's Health
Indexes.

COMPANY NAME: Tivoli Systems Inc (516007); Sniffer Technologies (710199)
    ; Hewlett-Packard Co (351016); Concord Communications Inc (517429)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Data Center Operations; LANs; Network Administration; Network
    Management; Network Software; **Performance Monitors** ; System

Search performed by Sylvia Keys   December 30, 2002

01539864   DOCUMENT TYPE: Product

PRODUCT NAME: KHAMELEON Sales Force Automation 5.1 (539864)

Khameleon Software (592064)
13830 58th St N #401
Clearwater, FL 33760 United States
TELEPHONE: (727) 539-1077

RECORD TYPE: Directory

CONTACT: Sales Department

KHAMELEON Software's KHAMELEON Sales Force Automation 5.1 allows companies to manage a wide range of marketing and sales processes. Tapping KHAMELEON Sales Force Automation 5.1, users can handle promotions, special pricing, contact, contract, quota, and other marketing requirements. As well, the system integrates with KHAMELEON's Orders, Projects, Financials, and Contracts suites, allowing companies to integrate processes and improve overall productivity. KHAMELEON Sales Force Automation lets field salespeople access current customer, prospect, forecast, and other data. With that, the system also supports remote order entries. This feature can improve customer satisfaction, allowing salespeople to enter complex information into the system immediately. With KHAMELEON Sales Force Automation, businesses can plan and implement targeted marketing campaigns. It also streamlines the management of multiple sales territories. The **system** 's pricing and **promotions** features allow users to manage quantity discounts, contract pricing, and limited-time offers. KHAMELEON Sales Force Automation also includes activity and opportunity management features. The system also streamlines quote and proposal processing, offering users editing, recalculation, and resubmittal options. KHAMELEON Sales Force Automation also includes sales forecasting and marketing and sales analysis features. Sales departments can use the system to **measure** the **success** of marketing campaigns.

DESCRIPTORS: Contractors; CRM; Order Fulfillment; Professional Service
     Automation; Sales & Service; Sales Analysis; Sales Force Automation;
     Service Industries

HARDWARE: HP 9000; IBM PC & Compatibles; Sun; UNIX
OPERATING SYSTEM: HP-UX; Oracle; Solaris; UNIX; Windows NT/2000
PROGRAM LANGUAGES: Oracle
TYPE OF PRODUCT: Mini; Micro; Workstation
POTENTIAL USERS: Professional Offices, Outsourced Services, Distribution,
     Telecommunications, Engineering
PRICE: Available upon request

NUMBER OF INSTALLATIONS: 350
DOCUMENTATION AVAILABLE: Online documentation; user manuals
TRAINING AVAILABLE: Training at additional cost; on-site training;
     technical support; telephone support; support contracts available;
     online support
OTHER REQUIREMENTS: Oracle 8 or 9iAS required
SERVICES AVAILABLE: Custom programming; conversion
REVISION DATE: 020625

Search performed by Sylvia Keys   December 30, 2002

00135814   DOCUMENT TYPE: Review

PRODUCT NAMES: Emvolve Performance Manager 1.5 (099295)

TITLE: TMC Labs Review: Emvolve Performance Manager Release 1.5
AUTHOR: Staff
SOURCE: Customer Inter@ction Solutions,   v20 n5 p53(4) Nov 2001
ISSN: 1529-1782
HOMEPAGE: http://www.cismag.com

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: A

Performix Technologies' Emvolve Performance Manager 1.5, a Web-based system
designed to increase agent productivity and provide a goal- centered,
skill-focused framework for call center operations, gets excellent marks
for tools that convert firm and business **goals** into personnel **goals** .
Agents can **monitor** and **compare** their own job **performance** to
predetermined **goals** , and firm CEOs can **track** business objects of the
performance of an individual manager. Emvolve Performance Manager 1.5
requires a deployment cycle of about six to eight weeks, but larger
companies could need more time. Multilevel server and database requirements
include installation of Windows NT Server 4.0 and Microsoft SQL Server 7.0
or Oracle 8i. Client hardware must run Windows 95, Windows 98, or Windows
NT 4.0 operating systems and the Netscape or Internet Explorer browser. The
provided administration graphical user interface (GUI) and related
functions are more complex than end-user tools, but documentation for both
types of users is good. Important features provided include individual
performance feedback ; automatic review and appraisal; key **performance**
indicators and management; training and development plans; a **reward** and
incentive program ; a **report** manager; and exception reporting. Emvolve
Performance Manager 1.5 is recommended for its scalability, large feature
set, and its ability to put employee productivity information on managers'
desktops through a repository in which comments and notations can be added.

COMPANY NAME: Performix Technologies Ltd (722987)
SPECIAL FEATURE: Charts Screen Layouts
DESCRIPTORS: Call Centers; Customer Service; Employee Supervision; IBM PC
     & Compatibles; Oracle; SQL Server; Telephone Monitoring; Windows
     NT/2000
REVISION DATE: 20020730

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00127679   DOCUMENT TYPE: Review

PRODUCT NAMES: Sales Force Automation (830415)

TITLE: The Sales Manager's Toolkit: Cutting-edge sales management
support...
AUTHOR: Costello, Daniel
SOURCE: Customer Relationship Management,   v4 n7 p52(5) Sep 2000
ISSN: 1523-1240
HOMEPAGE: http://www.crmmag.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Although CRM vendors offer modules to address higher functional needs,
sales offices are finding solutions in several places to fill the holes in

          Search performed by Sylvia Keys   December 30, 2002

sales managers' toolboxes. Ockham Technologies solution consolidates data, then adds applications that are built around different processes to aid in the use of that data to help managers make better decisions. The software lets managers define the characteristics of their own sales environment, which gives them a flexible quota setting process. There are internal benchmarking tools that will let managers see how they are doing against peers. **Incentive Systems** ' management software helps keep **track** of **goals** and behavior alignment. It is an enterprisewide incentive tool for designing, maintaining, and administering incentive-compensation plans. Managers can easily manage product line objectives, corporate considerations, and a number of other factors, while building individualized compensation plans.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: CRM; Sales Force Automation
REVISION DATE: 20010530

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00125959   DOCUMENT TYPE: Review

PRODUCT NAMES: Company--Callidus Software (872598)

TITLE: Cashing in on Incentives: Callidus Software hopes to redefine...
AUTHOR: Draenos, Stan
SOURCE: Upside, p84(3) Jun 2000
ISSN: 1052-0341
HOMEPAGE: http://www.upside.com

RECORD TYPE: Review
REVIEW TYPE: Company

Callidus Software, a business performance system company, was founded in 1996 with the goal of delivering a new class of enterprise application software called business performance software (BPS). The company's first product, the TruComp variable compensation manager, was launched in March 1999, and Callidus showed $11.7 million in sales for the nine months, and expanded its client base from two to 23. Clients include America Online, Dun & Bradstreet, Netscape Communications, Sun Microsystems, and Sybase. Callidus's most direct competition is **Incentive Systems** , and the growing global trend toward incentive-based pay is favoring Callidus and its competitors. TrueComp models, administers, and documents the results of variable compensation plans and will fix problems, allowing companies to make timely incentive payments and to furnish employees with detailed, Web-based **performance reports** . Callidus hopes to beta-release two major applications by the end of the year that will extend variable-cost management into the area of channel trade promotions.

COMPANY NAME: Callidus Software (653837)
DESCRIPTORS: Human Resource Management; Salary Administration; Software
     Marketing
REVISION DATE: 20020703

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00125722   DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109); Business Reengineering (833517)

Search performed by Sylvia Keys   December 30, 2002

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

The advantages of process management for e-commerce include ongoing improvement to IT processes for lower costs, shorter cycle times, enhanced system quality, and an improved ability to compete. Important factors in successful e-commerce development processes are collaboration among IT, users, business partners, and customers; concern for usability; building systems to closely fit the e-company's business model; standard, reusable components; and **performance monitoring** . Process management requires developing a strategy and objects; defining roles and responsibilities; identifying skill sets and core expertise; and implementing **reward systems** , information, flow, and supporting technologies. A buyers' guide to process management products lists vendors/companies, their products, and brief descriptions of features. For instance, ABT/Niku provides ABT Repository, which stores methods, best practices, and project plans to promote a knowledge-based approach to project management. Ernst & Young provides Navigator, a process automation tool based on Ernst & Young's methodology, while Inovie's Team Center provides a Web- enabled team portal for managing processes that include workflow, collaboration, metrics management, and human resources management. When deploying process management systems, users should begin by measuring all processes, because they cannot be enhanced if not initially quantified. All processes should be on the table for improvement, and automated tools are required to ease migration to a new structured development process.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Charts Buyers Guides
DESCRIPTORS: Business Models; Business Reengineering; E-Commerce;
    Productivity Control; Workflow
REVISION DATE: 20001230
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